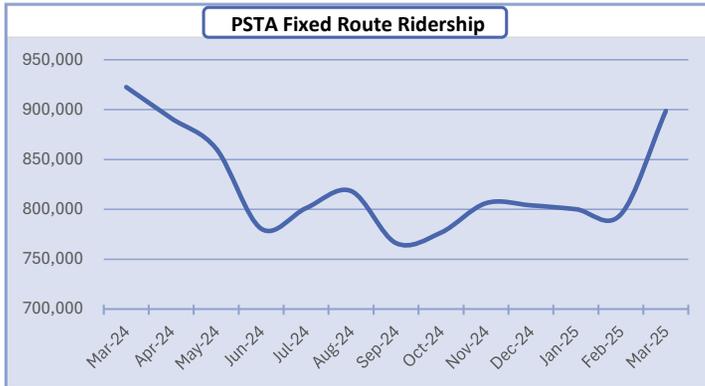




# Board Report

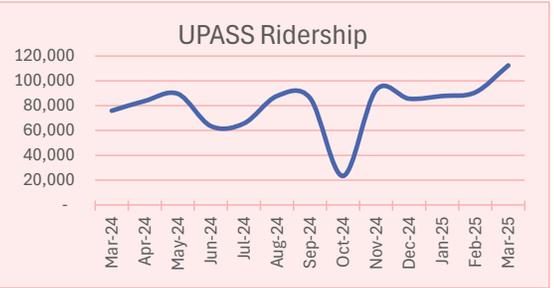
## March, 2025

**At a Glance**  
 UPASS reached an all-time high of 112,458 rides in March 2025, exceeding 100,000 rides for the first time in the program's history.



Ridership	This month	Prior year month	% Change	YTD	Prior YTD	% Change
PSTA Local Bus	766,635	783,561	-2%	4,351,138	4,299,919	1%
SunRunner	72,474	76,014	-5%	351,381	355,709	-1%
Jolley Trolley	50,022	52,884	-5%	140,024	167,781	-17%
Looper	9,477	10,086	-6%	37,852	41,495	-9%
Clearwater Ferry	3,063	N/A	N/A	4,932	N/A	N/A
Total Fixed Route	901,671	922,545	-2%	4,885,327	4,864,904	0%
Vanpool	41,987	36,825	14%	242,800	112,860	115%
Grouper	670	N/A	N/A	812	N/A	N/A
PSTA Access	45,229	44,814	1%	265,526	251,737	5%
1 Other Mobility	1,553	1,471	6%	7,559	8,612	-12%
<b>Total Passenger Trips</b>	<b>991,110</b>	<b>1,005,655</b>	<b>-1%</b>	<b>5,402,024</b>	<b>5,238,113</b>	<b>3%</b>

Monthly Metrics	This month	Prior year month	% Change
2 Flamingo Adoption	46%	46%	0%
3 Avg. Weekday Trips	36,943	35,546	4%
Avg. Saturday Trips	26,155	26,689	-2%
Avg. Sunday Trips	17,498	18,660	-6%
Fixed Route Complaints/100K trips	16.9	26.4	-36%
Access Complaints/100K trips	53.1	102.6	-48%
Security Incidents	61	58	5%
4 Severe Incidents	9	4	125%



Types of Trips	This month	Prior year month	% Change	YTD	Prior YTD	% Change
Wheelchair	3,480	3,616	-4%	20,153	22,135	-9%
Bikes	22,167	20,061	10%	120,082	123,827	-3%
TD Discount Pass	149,633	155,561	-4%	762,680	852,859	-11%
<b>UPASS</b>	<b>112,458</b>	<b>75,883</b>	<b>48%</b>	<b>492,424</b>	<b>370,114</b>	<b>33%</b>
Farebox Trips	317,531	283,299	12%	1,653,213	1,650,884	0%
Flamingo App Trips	47,263	53,445	-12%	254,384	288,342	-12%
Contactless Payment	72,280	57,324	26%	312,039	208,612	N/A
Flamingo Card Trips	287,166	307,580	-7%	1,481,238	1,534,410	-3%
Total Flamingo Trips	406,709	418,349	-3%	2,047,661	2,031,364	1%

PSTA Operating Statistics	This month	Prior year month	% Change	YTD	Prior YTD	% Change
On Time Performance	71.5	68.7	4%	70.5	70.7	0%
5 Total Miles	910,809	954,769	-5%	5,265,690	5,463,110	-4%
5 Total Hours	62,653	65,669	-5%	361,957	371,300	-3%
Miles per Roadcall	17,516	17,359	1%	15,766	19,847	-21%
Bus Diesel Fuel Gallons	159,147	186,775	-15%	1,003,410	1,077,787	-7%
E-Bus Kilowatt Hours	249,003	59,392	319%	861,279	201,988	326%
Accidents - Total/100K Miles	4.94	3.56	39%	4.72	3.50	35%
Accidents - preventable/100K Miles	0.88	1.36	-35%	1.29	1.13	14%

<sup>1</sup> Other Mobility includes Late Shift, Healthy Hop, Urgent Day, and Flex Safety Harbor (814).  
<sup>2</sup> Flamingo trips divided by total APC trips  
<sup>3</sup> Avg trips for each day type is for all modes (bus, contracted service, and PSTA Access)  
<sup>4</sup> Severe incident definition: Events involving physical + verbal + weapon present  
<sup>5</sup> Total Miles and Hours statistics include all reported directly operated and bus contracted services.  
  
 APC data validated and approved by FTA for NTD reporting.  
 \*Data contained in this report is considered DRAFT until FTA validation and final acceptance of PSTA's annual National Transit Database Report.